



**Testimony
Elizabeth Gara
Connecticut Water Works Association (CWWA)
Before the
Government Administration & Elections Committee
March 10, 2014**

SB-350- AN ACT CONCERNING THE STATE-WIDE PROCESS IMPROVEMENT INITIATIVE.

The Connecticut Water Works Association (CWWA) *supports* SB-350, to the extent that it will continue to support the use of Lean principles and other methods to improve efficiency of Connecticut's state agencies.

The application of Lean principles has been successful in improving the efficiency of various regulatory processes, such as permit review and approval. Industries that are heavily regulated, such as the water industry, are frustrated by long delays in processing permit applications and other regulatory submittals. These delays interrupt the completion of various projects and add to the cost of doing business in this state. Unfortunately, time wasted is time lost.

SB-350 could help address these delays to improve government efficiency and the state's regulatory climate.

The Connecticut Water Works Association, Inc. (CWWA) is an association of public water supply utilities serving more than 500,000 customers, or population of about 2½ million people, located throughout Connecticut. Membership in the Association is open to all Connecticut water utilities: investor-owned, municipal and regional authorities. CWWA is committed to working with the state to develop policies that will ensure that Connecticut has a safe, ample supply of water to meet present and future needs.